

DHMH POLICY

<http://www.dhmh.state.md.us/policies/inpolm.htm>

OPERATIONS-GENERAL SERVICES ADMINISTRATION – DHMH POLICY 02.03.10

Effective Date December 15, 2003

DHMH-HQ POLICY ON CELLULAR TELEPHONES AND SERVICES

SHORT TITLE: Cell Phone Policy

I. EXECUTIVE SUMMARY

The Legislature has granted the Department of Budget and Management (DBM) authority over Executive Branch agencies of State Government acquisition and use of telecommunications equipment, systems and services pursuant to Section 3-702 of the State Finance and Procurement Article of the Annotated Code of Maryland. This policy recognizes DBM's "Statewide Policies and Procedures for Cellular Telephones and Services" as the authority over DHMH cell phone use and service, and hereby provides supplemental guidelines and instructions for DHMH headquarters employees and supervisors to ensure compliance with the DBM policy.

The Secretary, DHMH, delegates responsibility for the DHMH Cell Phone Program oversight to the Director of the General Services Administration (GSA). Accordingly, GSA's Chief of Central Services Division shall designate a Telecommunications Coordinator (TC) as the individual responsible for managing the DHMH-HQ cell phone program, and implementing specific program elements by which this policy will be carried out. The Director of each DHMH headquarters unit will appoint a Telecommunications Monitor (TM) and submit that individual's name to the Telecommunications Coordinator in the Central Services Division.

Elements of the cell phone program are explained including phone assignments, proper usage, requests for services, usage review, and safety.

II. BACKGROUND

Cell phones have proven to be valuable tools for enhancing the efficiency and productivity of DHMH employees. Because of the cost and potential for abuse, however, the use of cell phones by DHMH headquarters employees must be controlled as set forth in this and the State's cell phone policies. The State's policy for cell phones can be accessed at: <http://www.dbm.maryland.gov/DBM%20Taxonomy/Technology/Technology%20Services/Telecommunication%20Services/cellStatePolicy.pdf>. Willful violations of this or the State's cell phone policy may result in disciplinary action. No previous version of this policy has been issued.

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III. POLICY STATEMENTS

A. DEFINITIONS

1. Definitions of the "Statewide Policies and Procedures for Cellular Telephones and Service" are hereby included by reference in this policy.
2. **DHHM Telecommunications Coordinator (TC)** means a person designated by the Chief of Central Services Division to review all telephone requests and act as liaison between DHHM headquarters employees and the DBM Telecom Wireless Services Division.
3. **Telecommunications Monitor (TM)** means an individual designated by a Director of a DHHM Administration or other headquarters unit to monitor and coordinate cell phone matters of that unit with the DHHM Telecommunications Coordinator, Central Services Division.

B. AUTHORITY

1. The Legislature has granted the Department of Budget and Management (DBM) authority over Executive Branch agencies' of State Government acquisition and use of telecommunications equipment, systems and services pursuant to Section 3-702 of the State Finance and Procurement Article of the Annotated Code of Maryland. http://mlis.state.md.us/cgi-win/web_statutes.exe?gsf&3-702.
2. DBM's "Statewide Policies and Procedures for Cellular Telephones and Services" is recognized as the authority for DHHM cell phone use and service, and is supplemented by this policy which provides specific instructions to ensure DHHM compliance.
<http://www.dbm.maryland.gov/DBM%20Taxonomy/Technology/Technology%20Services/Telecommunication%20Services/cellStatePolicy.pdf>
3. The Secretary, DHHM assigns responsibility for cell phone program oversight to the Director of the General Services Administration.
4. GSA's Chief of the Central Services Division shall designate the Department's Telecommunications Coordinator (TC), the individual responsible for managing the DHHM-HQ Cell Phone program and implementing specific program elements by which this policy will be carried out.

C. RESPONSIBILITIES

1. The **Director, General Services Administration** or designee shall be responsible for approving all requests/justifications for cell phone assignment.
2. **Administrations/Headquarters Unit Directors** are responsible for:
 - a. controlling cell phone costs related to their programs.

- b. assuring that employees within their organizational authority are aware of the provisions of this policy, that compliance by employees is expected, and that intentional inappropriate use may result in disciplinary action. It is also each agency's responsibility to enforce and manage this policy.
 - c. providing for replacement of lost, stolen or damaged equipment.
- 3. The **DHMH Telecommunications Coordinator** is responsible for:
 - a. reviewing and directing all units' cell phone requests to DBM. All cell phone acquisitions must be in writing, and approved by the Director of General Services Administration prior to being submitted to DBM.
 - b. maintaining a Master List of all cell phone users along with a copy of approved justifications for DHMH Headquarters Units.
 - c. ensuring that all cell phones in use by DHMH employees are entered in the Statewide Cellular Inventory database.
<https://www.dbm.state.md.us/cellularinv>.
 - d. performing random reviews of cell phone usage and charges to ensure compliance with the DBM policy.
 - e. submitting and coordinating all discrepancies regarding telephone services or charges to the appropriate vendor for resolution.
- 4. **Unit Telecommunications Monitors** are responsible for:
 - a. maintaining a current listing of the unit's cell phone users. This listing should contain the following: administration/unit, users' name, location, phone number, inventory number, manufacturer name/model, equipment serial number (ESN), vendor, and account number. This listing must be kept current, with a copy noting any changes forwarded to the Telecommunications Coordinator in Central Services.
 - b. reviewing cell phone usage and charges monthly for compliance with this policy. As part of the monthly review, Telecommunications Monitors are responsible for collecting the applicable charges for personal calls from the assigned cell phone user.
 - c. providing assistance to the Telecommunications Coordinator during random reviews of cellular telephone usage and charges.
 - d. ensuring that cell phone users read and sign a DHMH-HQ Cell Phone Accountability Acceptance and Policy Acknowledgement Form, DHMH 4622, prior to being issued a cell phone, and for maintaining a completed copy for each cell phone in service.
 - e. reporting all discrepancies regarding telephone services or charges to the Telecommunications Coordinator.

- f. ensuring that a copy of all call details and reimbursement payments (check or receipt) are maintained for all cell phone users.
 - g. collecting all cell phones from users upon service termination or equipment replacement, and contacting the Telecommunications Coordinator for disposition.
- 5. **Cell Phone Users** are responsible for:
 - a. acknowledging in writing that they have read and understand the guidelines of this policy. The "DHHM-HQ Cell Phone Accountability Acceptance and Policy Acknowledgement", DHHM 4622, must be completed and signed by all cell phone users when equipment is issued. The form is to be forwarded to the Telecommunications Coordinator and will be returned when equipment is returned.
<http://www.dhhm.state.md.us/forms/pdf/form4622.pdf>
 - b. using their equipment and services in a responsible, informed, and safe manner that are consistent with network etiquette, customs and courtesies, safety practices, and any or all applicable laws and regulations.
 - c. securing their cellular telephones at all times. Losses should be reported to Unit Telecommunications Monitor immediately.
 - d. providing for the replacement or reimbursement cost of lost or damaged State-issued cell phones.
 - e. preparing a Personal Cellular Telephone Calls Reimbursement Report by identifying personal cellular phone calls and reimbursing the State for the costs incurred for those calls.
<http://www.dhhm.state.md.us/forms/pdf/form4623.pdf>

D. ASSIGNMENT OF CELL PHONES

- 1. Assignment of State cell phones shall be restricted to officials and employees who travel from their assigned work site on State business for a significant part of their normal work day, have a frequent and recurring need to communicate with others while away from their assigned work site, or who must be accessible at all times.
- 2. Cell phone assignment shall be based strictly on business use by officials and employees where it can be shown that such use will improve efficiency, provide ability to respond in emergencies, and/or enhance safety.
- 3. Installation of cell phones in personal vehicles is not recommended, and a waiver of liability from the insurer of the personal vehicle, relieving the State of liability associated with the use of the cellular telephone, must be included with the request for acquisition of the equipment.
- 4. The DHHM Telecommunications Coordinator will be notified of any changes in cell phone assignment.

5. To effectively control cell phone costs, managers of headquarters administrations/units should consider the creation of a loaner pool of cellular telephones. These cellular telephones can be issued to employees on an "as-needed basis," as opposed to permanent assignment. Managers should also consider using long distance calling cards as an alternative and effective way to reduce costs.

6. When a cell phone is no longer assigned, it must be reported to the Telecommunications Coordinator to terminate the service.

E. USE OF CELL PHONES

1. State-issued cell phones are to be used for official State business. The routine use of State-issued cell phones for personal calls is highly discouraged. Individuals who are assigned cell phones shall reimburse the Department for the cost of each personal call, using DHMH Form 4623, Personal Cellular Telephone Call Reimbursement Report. <http://www.dhmh.state.md.us/forms/pdf/form4623.pdf>

2. Cell phone calls are susceptible to being intercepted, and any information that is transmitted could be misused or stolen. Employees are advised not to discuss or transmit confidential, sensitive, or personal information during cell phone calls.

F. REQUESTS FOR CELL PHONE SERVICES

1. Cellular telephone services shall be acquired using the open contracts for cellular telephone services established by the Department of Budget and Management.

2. An employee must prepare and submit a written justification through the Unit's Telecommunications Monitor to the DHMH Telecommunications Coordinator for approval prior to a Telephone Service Request (TSR) being initiated.

3. The cell phone justification must be entered onto the notepad of the TSR and must include the unit, name and title of the user, vendor, type of plan, and the justification statement, approved by the DHMH Telecommunications Coordinator indicating why a cellular telephone is needed. The TSR shall be submitted using the Advance Purchasing Inventory Control System (ADPICS).

5. Prior to submitting the TSR to DBM's Telecommunications Division for acquisition, the DHMH Telecommunications Coordinator must obtain the approval of the Director, GSA or designee.

6. Whenever possible, units shall budget for cell phones annually.

G. USAGE REVIEW

1. Each cell phone's usage and charges shall be reviewed monthly by the unit's Telecommunications Monitor for compliance with this policy. Underutilized

phones shall be identified for possible service cancellation. If installed in a vehicle, an underutilized cell phone shall be removed from the vehicle and service discontinued.

2. As part of the monthly review, the Telecommunications Monitor of each unit shall be responsible for collecting the applicable amount for personal calls from the assigned cell phone user.

3. The Department and/or DBM may conduct random reviews of cell phone usage and charges to validate the justification. Reviews that indicate justification is no longer valid will be reported through the Telecommunications Monitor to the unit's manager before service is discontinued.

H. SAFETY TIPS

1. Avoid using the cellular telephone while driving.

2. If it becomes necessary to use your cellular telephone while driving, practice good common sense and move the vehicle from the active roadway whenever it is possible.

IV. REFERENCES

- Annotated Code of Maryland, State Finance and Procurement Article, Section 3-702.
http://mlis.state.md.us/cgi-win/web_statutes.exe?gsf&3-702
- DBM "Statewide Policies and Procedures for Cellular Telephones and Services".
<http://www.dbm.maryland.gov/DBM%20Taxonomy/Technology/Technology%20Services/Tel%20communication%20Services/cellStatePolicy.pdf>
- DBM Cell Phone Inventory Database. <https://www.dbm.state.md.us/cellularinv>
- DHMH Personal Cellular Telephone Calls Reimbursement Report.
<http://www.dhmh.state.md.us/forms/pdf/form4623.pdf>
- DHMH Cell Phone Accountability Acceptance and Policy Acknowledgement Form.
<http://www.dhmh.state.md.us/forms/pdf/form4622.pdf>

APPROVED:

/s/ Signature on File

Nelson J. Sabatini, Secretary

December 15, 2003
Effective Date